



JAL Wins Future Travel Experience Award for the Trial of iBeacon and Smartwatch

TOKYO October 28, 2014: Japan Airlines (JAL) received the Future Travel Experience (FTE) (*1) award in “Best Initiative at the Gate” category at Future Travel Experience Global 2014. FTE presented this Award to JAL for its demonstration test of iBeacon and smartwatch at Tokyo Haneda Airport’s Domestic Terminal 1 in July 2014. The Award seeks to recognize the airline that is conducting forward-thinking rollout for improving services at the boarding gate.



Evaluation points from FTE for this Award :

- JAL is using the advanced technology to improve passenger services at airport with spirit of challenge.
- iBeacons were installed at each boarding gate in the terminal and they were used to pinpoint the location of the airline’s boarding gate staff to help to improve efficiency. Japan Airlines’ control desk was also able to assign tasks to specific team members via their smartwatch.
- Gate staff can apply smartwatch to receive the latest information like as JAL flight operations or the operation status of railway and bus to/from airport etc., what enable the airline to provide passengers with updated information.

JAL is committed to “Embracing New Challenges”, and is striving to implement the latest in modern technology and new ideas to provide customers with a more convenient travel experience.

Note:

(*1): Future Travel Experience (FTE) is organized by PPS Publications, which focuses on the entire travel process from the passenger point of view, from the moment of booking through to arrival at the final destination, and is a global forum for aviation companies and airports.

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